RMA Pilot Project
Monthly Report
January 2002

1. January 8: Doug, Caryn and Deb worked on the second quarterly disposal of records from the repository. Disposition reports were sent to the appropriate coordinators for review and approval.
2. January 14: Jim and Caryn participated in a conference call with TrueArc to discuss whether ForeMost would properly integrate with GroupWise 6, since the HAL users will be upgrading to that version of GroupWise soon. TrueArc stated that they continue to support their product's integration with GroupWise, but that they do not have the resources to test if the new version will work with their product. Thus we will have to install it to determine if any problems exist. TrueArc stated that they would resolve any identified problems with the GroupWise integration.
3. January 15: The RMA Team discussed deployment of ForeMost in HAL, the BPA survey and the status of the phase I users at our bi-weekly meeting.
4. January 23: ITSD installed ForeMost 2.5 on the server and phase I client computers. The phase I participants can now take advantage of some new ForeMost features. However, the installation of 2.5 failed to fix the version control problem, as was hoped. TrueArc needs to find another method for correcting this problem.
5. January 28: We discovered that ITSD upgraded the ForeMost server over the weekend and this upgrade stopped the search function from working. ITSD contacted TrueArc for help with identifying and fixing the problem, but as of February 1 it still is not working.
6. January 29: The RMA Team discussed the software installation schedule, and reorganizing the phase I file plans to reflect the new DMB organization structure at our bi-weekly meeting.

Other:
- The project team met with many of the phase II users to finalize the HAL file plans, and Deb worked to input them and user accounts into ForeMost so they will be ready when the software is installed.
- Caryn updated the ForeMost training materials for version 2.5 and they were printed for the phase II users.
- Caryn input BPA survey results into a MS Access database so they can be sent to our consultant, Tora Bikson, for analysis when all of the surveys are returned.

RMA Pilot Project
Monthly Report
February 2002

1. February 1: The Search Function is still not working due to the server upgrade completed by ITSD. ITSD and TruArc are communicating to try and resolve this problem. Deb removed access rights to the software for two Phase I users.
2. February 5: The Search Function is operational again. Resolution required that ITSD reload the ForeMost software to the server.
3. February 7: The RMA Team discussed continuance of the Pilot project and Phase II deployment of ForeMost in HAL. The decision was made to continue with Phase II implementation.
4. February 8: Survey responses have been received from Phase I users. We received responses from 26 out of 70 users. Caryn input survey result data into an Access database. The database has been forwarded to Tora Bikson for analysis.
5. February 11: Deb worked with TruArc to try and resolve version control issues. All but one File Plan has been finalized and input to ForeMost.
6. February 13: Tests were run on the Version Control component and the results were sent to TruArc for analysis.
7. February 20: Deb worked with HAL IT to test the operation of ForeMost in the HAL IT environment.
8. February 27: Deb began training HAL Executive Office staff.

RMA Pilot Project
Monthly Report
March 2002

1. March 5: Deb worked with TrueArc and ITSD to identify the cause of the version control problem. After a series of tests it was discovered that the macro that connects the hexadecimal name to the document name was corrupted. TrueArc is going to find a way to repair the macro.
2. March 12: The RMA team (minus Caryn who is on maternity leave) discussed the on-going installation of ForeMost for the HAL users. The Library of Michigan's network and the DMB network are not communicating properly. ITSD and the HAL IT staff are attempting to resolve the issues so the HAL users can receive the software.

Other Issues:
*   Deb postponed ForeMost training for the HAL Executive Office because of network compatibility problems.
*   Installation of ForeMost for the Historical Center/State Archives employees was postponed until May, because these people are getting converted to a new network, operating system and e-mail software. This conversion will take place before ForeMost is installed.

RMA Pilot Project
Monthly Report
April 2002

1. April 1: HAL IT discovered HAL and DMB use different naming conventions for user accounts which was affecting the ability of phase II users to access ForeMost. HAL IT and ITSD are fixing the problem.
2. April 2-12: Deb trained four people in the HAL Executive Office to use ForeMost.
3. April 17-23: Deb trained three people within HAL Administration and the Michigan Historical Center to use ForeMost, including one SuperUser who wants the capability to add files to her file plan.
4. April 22: Deb notified TrueArc that a bulk filing feature that used to work with ForeMost is not working in version 2.5 and that this problem needed to be corrected. The RMA Team met to discuss the status of the project.
5. April 23: During user training it was discovered that the version control problem we have been struggling with for ten months was corrected. Deb determined that the feature started working again on February 22. She contacted TrueArc and they will try to determine what happened to correct the problem.
6. April 29: Deb demonstrated ForeMost for a professor from Lansing Community College.
7. April 29: An index problem was identified on the ForeMost server. The server was not deleting its temporary files, which caused the index to fail. The files were manually deleted and the index is functioning again.

RMA Pilot Project
Monthly Report
May 2002

1. May 8: The project team updated Caryn about activities that had taken place during her maternity leave. After the team meeting, TrueArc conducted a web-based demonstration of the ForeMost integration with the Microsoft SharePoint document management software. The project team had hoped that SharePoint would have an interface that made the filing of documents simple and intuitive. Unfortunately, the SharePoint interface was not an improvement over the existing ForeMost interface, in fact it requires users to perform more actions, not less.
2. May 10: Caryn and Deb developed a plan for testing the disposal and accessioning of archival records from the active ForeMost repository into an archival repository (stored within ForeMost).
3. May 20: The project team discussed the archival accessioning plan at the team meeting.
4. May 29: The project team attended a demonstration by Microsoft of the SharePoint product.
5. May 30: Caryn and Richard Marcus, from the National Archives, compared notes about our pilot tests of ForeMost. We agreed that both pilots discovered very similar conclusions.

Tasks Completed
- 3 phase II users were trained in May.
- The project team submitted our fourth progress report to NHPRC.

RMA Pilot Project
Monthly Report
June 2002

1. June 3: At the project team meeting we discussed the National Archives' evaluation of ForeMost AutoRecords.
2. June ?: TrueArc notified us that we would be receiving a new customer service representative.
3. June 17: At the project team meeting we discussed some technical problems experienced by our phase II users.
4. June 20: The project team commenced another disposition process by qualifying documents for destruction that had met their retention period. On June 27 we sent disposal notices to the agencies to authorize the destruction of their electronic records.
5. June 24: The project team attended a demonstration by IBM about their eRecords Solution powered by the Tarian RMA product.
6. June 26: The project team met with the DMB and HAL IT staffs to discuss a problem that some phase II users have accessing ForeMost on their computer because of the way they login to their computer. A potential solution to the project was discussed and the IT staffs agreed to test it (hopefully by the end of July). The project team decided to reduce the phase II user group from almost 40 people to 20 people. HAL IT will not be able to install ForeMost software in enough time for the team to conduct a meaningful analysis of the impact that the software has upon these users. The remaining users who will not be part of the phase II user group can still get ForeMost at a later date.

Tasks Completed
- 5 people were trained.

1. July 6: The File Plan Design presentation was given by the project team to Records and Forms Management Division staff.
2. July 7: The project team attended the Forms and Publications Team meeting.
3. July 7: The project team conducted a file plan interview with the Manager of Analyst Services in the Records and Forms Management Division.
4. July 10: Provenance visited to kick-off the RMA Project. We discussed features in ForeMost, implementation issues and the project timeline.
5. July 11: The user group listserv was activated.
6. July 11: Provenance worked with the project team on file plan development.
7. July 12: The project team conducted a file plan interview with the Director of the Records and Forms Management Division.
8. July 11-14: Provenance worked with ITSD to install the software. Currently, the software is 90% installed. The activators that allow users to file directly into the repository from the software they are using still have not been released by the vendor. We hope to have those installed by the end of next month.
9. July 14: The project team gave the File Plan Design presentation to the Forms Management Section. The project team conducted a file plan interview with the Records and Forms Management Division secretary. An evaluation form was developed for the analysts to give users after file plan development meetings.
10. July 17: File plan interviews were conducted by project staff with the Records Center Operations staff.
11. July 18: The Department of Attorney General, Consumer Protection Division staff met with the project team staff to discuss the potential uses of ForeMost.
12. July 20: Doug accompanied the Department of Attorney General, Consumer Protection Division staff to visit Allegan County and see their installation of ForeMost.
13. The project team is developing a marketing plan for the project. We will finish developing the web page soon.
14. July 19-22: Jim, Caryn and Deb attended the NAGARA conference. We talked with several colleagues about our pilot project and about initiatives at their institutions. We offered to send information about our project to Pennsylvania, Ohio and the City of Portland. We have agreed to give a presentation about the project at the Spring meeting of MAC, and we have offered to give a presentation at the 2001 NAGARA meeting.
15. July 24: A brochure and contact information card were printed for the project.
16. A beeper/helpline is available for the users to contact the project team with questions.
17. July 26: 3 ForeMost demos were held for other state agencies, and 29 people (other than project staff) attended.
18. July 27: A file plan interview was conducted by project team staff with the Forms Management Section staff.

Accomplishments/Tasks Completed
- File Plan Design presentation was developed to introduce RMA users to the first step in the implementation process. It was delivered twice.

- Provenance visited to kick-off the project.
- User listserv was activated.
- Brochure and contact card were printed.
- Beeper/helpline is available for users.
- 3 ForeMost demos were held for state agencies.

RMA Pilot Project
Monthly Report
August 2002

1. August 1: The RMA Team met to discuss the reorganization of file plans to match agency organizational changes.
2. August 6: We discovered that the full index that started on August 3 was still running (it usually takes about 14 hours), and was corrupted by the incremental index that started on August 5. As a result, the search function did not work. This was not repaired until August 8.
3. August 9: We disposed of 9630 documents in the repository that had fulfilled their retention requirements. Unfortunately, we did not know that our version of ForeMost contains a bug that locks the search engine from working when more than 1000 documents are disposed of. As a result, we locked the search engine twice (the second time was not discovered and fixed until August 12). TrueArc has already designed a patch for the bug, and we have suspended disposition until the patch is installed.
4. August 12: The RMA Team held a meeting with our phase II participants to answer their questions about how to use the software and to encourage increased usage. Management did demonstrate their support for the software and hopefully this will increase participant usage.
5. August 13: The RMA Team met to discuss outstanding technical and user issues that need to be resolved. We assigned tasks and will follow-up on the TO DO list.
6. August 15: Caryn and Deb held a conference call with TrueArc to discuss archival accessioning. We outlined our functional requirements for testing this capability. TrueArc agreed to send us the necessary instructions to perform a test before the grant funding ends.
7. August 22?: Deb presented a paper about the RMA Project at the SAA Annual Meeting in Birmingham, Alabama.
8. August 26: Debbie Gearhart gave a presentation about the RMA Project at the e-Records Conference in Houston, Texas.
9. August 26: The RMA Team met to discuss the status of our outstanding technical and user issues. The ForeMost search engine went down again and was not repaired until August 28.
10. August 27: Deb and Jim met with some phase II participants to analyze their existing business processes to determine if ForeMost can facilitate any improvements.

RMA Pilot Project
Monthly Report
September 2002

1. September 4: We tested the first draft of archival accessioning procedures that TrueArc developed in accordance with our functional requirements. The test was not entirely successful, but we learned quite a bit and we believe that the problems we encountered can be resolved. For example, the test demonstrated that the software can accommodate the accessioning of accretions while maintaining the original order of the documents. The test also demonstrated that the software can export and then import all of the documents with the metadata that is needed to document their provenance and authenticity. We sent TrueArc a list of questions about the problems that we encountered, and they responded with some additional instructions that we tested on September 20, but could not successfully implement. We sent some follow-up questions to TrueArc on September 30, and hope to receive some more instructions soon.

2. September 6: Caryn met with some of the State Archives' staff to discuss an issue that surfaced during the archival accessioning tests. The question that we encountered was whether the archival RMA repository should contain all files from an agency's active file plan, or only the files that contain archival records that have been transferred to archival custody? The procedures we are developing would accommodate either option. The argument for representing the entire file plan is that it would document the original order of the archival files in the context of all of the agency's records. However, precedent in the paper environment is to only preserve the archival records. Furthermore, a researcher might be frustrated to open a non-archival file and determine that it does not contain records. Therefore, we decided to only document the archival files in the archival repository.

3. September 9: At the RMA team meeting we discussed the status of outstanding technical issues. We also discussed how we would prepare for the upcoming reorganization of some existing file plans (see 9/13).

4. September 13: During the course of the RMA Project the Department of Management and Budget conducted an internal reorganization. The phase I test agency, the Office of Support Services, was eliminated and its functions were reorganized. As a result, it was necessary to reorganize the file plans used by the OSS agencies. For several months we asked TrueArc for the instructions we needed to conduct the reorganization. When they finally arrived, we determined that they would be quite complex and require a complete shut down of the repository server. On September 13 we were finally ready to shut down the server and attempt the reorganization. Unfortunately, we were not able to do anything. The instructions TrueArc sent us failed to mention some key steps involved in the preparation that required the server to be turned on. Not only were we disappointed that TrueArc's instructions failed to fully describe the capabilities of the reorganization tool, and to fully describe all of the steps involved, but we are very frustrated that a complex reorganization tool is required at all. Functional reorganizations are very common, and a qualified records administrator using a RMA should be capable of reorganizing file plans following instructions that are fast and simple. It is very easy to create file plans using ForeMost, but modifying file plans after they are created is extremely difficult. As far as the project team is concerned, this is not acceptable. In our small pilot environment this has been frustrating. We could not recommend that ForeMost be used by a larger organization unless this capability is

improved. Nevertheless, on September 19 we did successfully implement the file plan reorganization.

5. September 16: Doug and Caryn demonstrated ForeMost for the Department of Natural Resources, Wildlife Division. The division wants to improve its recordkeeping practices, and is considering the purchase of a document management or records management product for their desktop electronic records. We offered to assist with their selection and implementation of either type of product.

6. September 20: The final RMA team meeting was held. We analyzed whether we considered the project to be a success or a failure. We will describe our assessment in detail in the project's final report.

7. September 24-26: Jim and Caryn attending a meeting in San Diego with the project team for the PERM Project. The PERM Project is a follow-up to the RMA Project. It is funded by NHPRC, and it is a collaborative effort between the San Diego Supercomputer Center and the State of Michigan to develop preservation functionality for RMA software products.

8. September 27: Deb Gouin's final day of employment with the project. [Note: Tarian has hired Deb to work for them.]

9. September 30: Final day of the NHPRC-funded RMA Pilot Project. Tora Bikson, our consultant, submitted her final report for the business process analysis of the project. The remaining project team members will continue to provide technical support and assistance to the ForeMost users who agree to continue using the software to manage their electronic records. A final report about the project will be issued by December 31, 2002.